

April 3rd, 2011 I was working flight 5019, tail # 377. I was the gate agent. We were boarded up and the door was shut. I began to pull the Jetbridge back. I pulled it back about a foot which at that point put me about 5 feet away from the plane. I turned the wheels to the left away from the aircraft. I went about 20 feet and was extended as far as I should go with the Jetbridge, so I didn't over extend it. I turned the wheels to the right a little and proceeded to pull back where I needed to be. There needed to be enough clearance for the aircraft. I'm guessing I was at least 25 feet away. I stopped working the joystick on the Jetbridge. I was looking out the window and saw there was movement. Either the aircraft or jetbridge was moving and I felt it was too quick for the ground personnel to have kicked the flight. I realized it was the jetbridge and myself sailing right at the plane. I wasn't sure why I was moving. (Was the Jetbridge malfunctioning or was it the wind) I tried to pull the joystick back to go away from the plane. It was quite a struggle. I was able to gain control and turn the wheels in a forward position. At that point I came to a stop. However I couldn't pull the jetbridge backwards to get back away from the aircraft. I was extended too far out at that point due to the winds forcing me. Jolene Roling came on the jetbridge to assist me. She said it was extended too far and that's why I couldn't pull it back. Tammy, who was on the ground, said we are going to chock it. At that moment Jolene was trying to move it back over to the left and as the wheels turned, the wind picked up and blew us right into the aircraft.

Dawn Potter

On Sunday, 03 April, 2011, Anthony, Tammy, Cheri, Dawn and myself were all working American Connection (Chautauqua) flight 5019 (N377SK) from DBQ to ORD. Everything was complete for departure at that time (approximately 0720) and I then positioned myself at the Captain's wingtip, preparing to wingwalk the departing aircraft.

The wind at this time was blowing very steadily and was strong. Anthony was marshalling and Tammy was standing by the nose of the aircraft waiting for the signal to remove the chocks. Dawn was driving the jetbridge away from the aircraft and as she got about 20-25 feet away, I noticed that the jetbridge seemed like it was drifting back towards the aircraft. It was obvious that Tammy and Anthony had also seen the same thing happening, because they went to the front corner of the jetbridge and were holding their hands on it, trying to hold the jetbridge from rolling any further.

I could still see Dawn through the window and knew that she was at the control panel so I wasn't sure why the jetbridge was still moving. I went up the side stairs of the jetbridge to see what was happening and asked Dawn what the problem was. She indicated that even if she doesn't move the wheels, the jetbridge still moves. I then went to the control panel and took over the controls to see if I could stop the malfunction. I tried turning the wheels and they turned normally, but the jetbridge was still drifting backwards towards the aircraft, so I immediately tried to make it go forward, away from the aircraft and it would only continue to drift. I pushed the emergency stop button and still the jetbridge continued moving. I turned the key/power off and it still continued moving. I tried the emergency stop and the joystick again and still, the wind kept forcing the jetbridge back towards the aircraft. However by this time, the jetbridge had gained momentum with the wind pushing it and it was moving very fast. Due to the placement of the cab, I could not see the flight crew and I could not see Anthony or Tammy, so I was praying that they were all out of the way as I could not stop the jetbridge from impacting the aircraft. All of this occurred in less than a minute or two.

The jetbridge impacted the aircraft under the Captain's window. Once everything stopped moving and I seen that everyone was ok and that the aircraft and jetbridge were completely chocked, I proceeded inside to AE operations and called Jason Gillett from airport operations to respond. I wasn't sure if we were going to be able to get airstairs up to the aircraft to deplane passengers or if somehow the jetbridge would have to be pulled away from the aircraft. I then called DBQ GM Robert Steinhauser and left a message to please call the station ASAP. Then I called Ann Marie De La Paz to make notification to a member of AE management. I took the camera from the GM office and went back out to the aircraft as Tammy and Anthony had just positioned the airstairs up to the aircraft. Captain Wilkes was on his phone making notification to Chautauqua dispatch and maintenance departments. After all passengers were off, I took photos of the aircraft and proceeded to email them to all affected departments.

I then went to the ticket counter to assist in reaccomodating passengers.

Respectfully submitted,

Jolene Roling

April 3, 2011

Saturday, April 2<sup>nd</sup> I met flight 5045 with the jet bridge and realized that it was to close because the adaptor hand rails were extending into the aisle of the cabin. I tried to move the jet bridge away from the plane but every time I did it would roll forward and I thought it was going to hit the aircraft. I had to hold the joystick in the reverse position to keep it from hitting. We decided not to mess with it and just made sure the passengers were aware. After the flight departed I went to the airport operations office and informed them of the problem. The man on duty made a note and said he would go and check it out.


Sunday, April 3<sup>rd</sup> I was standing at the nose of the aircraft waiting to marshal out flight 5019, (tail number N377SK) to the taxiway. The flight closed on time and the crew gave agent Stockel the paper work and agent Potter pulled the jet bridge away from the aircraft. As I was waiting for the single to start the engines from the Captain Wilkes, I noticed that the jet bridge moving back toward the aircraft. It was moving faster than normal so I jumped out of the way because I didn't know what was happening. From what I could tell, agent Potter stopped the jet bridge with the joy stick but the jet bridge kept moving away and towards the aircraft. At this point agent J. Roling had gone to the cab to assist agent Potter. Agent Schebler and I were standing on the ground trying to communicate between both the flight crew and the agents in the jet bridge. Captain Wilkes was telling us to chock something, but I couldn't tell if he meant the plane or the jet bridge. About a minute later there was a very strong gust of wind came across the ramp that the jet bridge was thrust into the aircraft.

As the aircraft was struck I noticed that an exterior sensor was broken off the fuselage. After everything had settled I went to the cab to make sure the agents were ok and to talk with Captain Wilkes. The first thing he wanted us to do was to make sure that the aircraft was not leaking any fluids. I then proceeded back to the ramp and inspected the aircraft and I did not see any fluids leaking. Once I was done he told me that he want to deplane the passengers. We got the air stairs and removed all passengers back to the terminal across the ramp.

By this point the airport operations personal was helping us assess the situation and I mentioned to him the conversation I had the previous with the other operations person. He said that they reset the braking system on the jet bridge because they had loosened them during the winter to keep them from freezing.

Once we had the ok from MOC and contract maintenance we used the tow bar to move the aircraft away from the jet bridge and place it in another location on the ramp. Agent J. Roling began taking pictures of the damage and the airport manager was on scene as well assessing the situation. Agent's J. Roling and Potter said that they had tried to reverse the jet bridge as well as using the emergency stop button, but nothing would respond.

From where I was standing and what I saw I can say that it was accident that was influenced by nature. When I got a moment, I checked the weather report in the Sabre Decs system and it said that peak wind was 140 degrees at 39 knots at 1243 Zulu time or 0743 local time. This time coincides with the time of the incident.



Anthony Emma

American Eagle Station Agent

Today, April 3<sup>rd</sup> 2011, I was working flight 5019 and we boarded the plane, door is shut and I am standing outside with Anthony at the front of the aircraft, Ready to marshall it out., the jetbridge driven by Dawn Potter, pulled away from the aircraft and it was very, very, windy! The jetbridge jerked forward, and Dawn tried to backup and she turned the wheels and it moved forward & back a couple times... she had no control, the wind just took the jetbridge and moved it! Then she turned the wheels straight & it stopped for a moment, Solene went up in the jetbridge and tried to move it back, it was getting so close to the aircraft, as soon as the wheels turned, the wind just blew the jetbridge into the aircraft.. We could not do anything to stop it!

4-3-11